

Minutes of the Information Management Panel
Friday, June 11, 2004

Bruce called the meeting to order at 1:30 p.m.

Present: Supervisors Genia Bruce, Duane Paulson, Bill Mitchell, Jim Behrend. **Absent:** Citizen Keith Pickens.

Also Present: Information Systems Manager Michael Biagioli, Applications Development Administrator Wayne Naegele, Systems Technology Administrator Al Mundt, Chief of Staff Lee Esler, Project Manager Donn Hoffmann, Office Services Coordinator Windy Jicha.

Correspondence

Letter from Chris Petterson, Waukesha County Radio Services, to mobile data users/potential users regarding mobile data infrastructure upgrade/replacement.

Other Comments

Naegle said in regards to the Environmental Health database, a consultant completed an analysis of options to correct the problems with the system. He recommended either adding validation checks to the application or rewriting it. The consultant didn't find anything wrong with the application, nor could he recreate the problems. He does think data is lost in the transfer process. Naegle said they chose to have him rewrite the application using dot net with a Microsoft Sequel database which will allow them better replication of databases. They hope this will be completed by the end of July.

Future Agenda Items

- Environmental Health database application
- Waukesha County Communications Center

Future Meeting Dates

- July 23, 8:30 a.m.
- September 24, 8:30 a.m.
- November 12, 1:30 p.m.
- December 10, 8:30 a.m.

Update on the County Email System

Biagioli said email is now available to all County Board Supervisors. IS has published easy-to-follow instructions on how to use and access county email. All emails will be retained at the county.

Mundt said recently when the email system went down, we had to reload from back up tapes much further back in time than anticipated. There were safety nets to guard the system if it went down but when the system did go down, none of the safety nets worked and the system crashed. We hired a professional recovery service to see if they could help us recover more data. Some of the problems have been addressed and others are being worked on.

Behrend said these things happen. What is lost is lost. You can't recover paper copies of items if your house burns down.

Biagioli said we are working on publishing an email management process that will allow us to better manage the email environment. Email retention and management will be shifted to departmental control. Corporation Counsel agrees that IS is not the owners of the email rather IS is in charge of the environment. Departments need to be responsible for their emails. We are looking at an email appliance that allows employees to

deposit emails into an environment that can be reloaded from backup no matter how old the technology is. Extensive training on this system will be provided to all staff and County Board Supervisors.

Update on the Waukesha County Communications Center

Biagioli said per Tuma everything is on track. Outstanding issues will be handled with procedural write-ups. Training for the LACS dispatchers begins next week and they become county employees on July 1.

Biagioli said Mundt has been working on the Wide Area Network (WAN). The Town of Brookfield's law records information was tested successfully. The WAN is the right size, environment and security level for every agency. There will be some challenges when all police departments are live due to the 24/7 schedule police and fire departments keep versus the Monday through Friday hours generally kept by IS staff. Police and fire departments are responsible for the PC part of the process and pay for whatever access they choose while the county is responsible for any line issues. We don't anticipate many problems but are trying to envision possible problems that could occur. Some minor clean up needed for the police and fire protocols. This will be completed at the next two meetings of the Police and Fire Protocols Committee. Everything is going as anticipated on the technical side. Biagioli said Tuma will draft standards of operations on dealing with recovery issues should the server fail. It currently takes 30 to 60 seconds to re-connect with the server when it goes down.

Hoffmann reviewed when agencies and dispatch would be converted to the county system. The Phase II conversion includes LACS and Waukesha County communications will take place in July. Phase III will be completed in September and includes the Sheriff's Department dispatch. Phase IV will include agency and dispatch conversions for the City of Brookfield and will be completed in November. Phase V includes the Towns of Oconomowoc and Summit, Villages of Lac LaBelle, Oconomowoc, Okauchee and Stone Bank and will be completed in December. Phase VI will include the Towns of Mukwonago and Villages of Big Bend and Butler and be completed in February 2005.

Esler said the dispatch for Oconomowoc and Mukwonago will go belly up because they can't afford to pay for the dispatching costs without the supporting agencies.

Hoffmann said the Village of Elm Grove has contacted the county to ask if the county will provide back-up dispatch for the village. The Village of Elm Grove is currently backed up by the City of Brookfield. Both protocol committees see no problems in providing this service. The County Executive said any organizations now wanting to join the Communication Center will have to wait until after the first quarter of 2005 to join. There is no formal policy on how this will be handled. Biagioli said communities who now choose to join the center will not get the original discount nor will their dispatchers get seniority when they join the center.

Paulson said the City of Waukesha's dispatch equipment is just about junk. Behrend said we should be prepared for more communities wanting to come onboard soon.

Esler asked how can you keep them on the farm after they have seen Paris? Nothing prohibits communities from entering. In another year there will be knocks on the door for dispatch business. It may be a courtesy to tell them now that we won't be able to accommodate them until a certain date.

Update on Jail Technologies

Biagioli said the Spillman System has been in production for three months and is running as planned. We are working with Spillman's system administrator to develop the jail reports. We have three, free opportunities to work with Spillman to customize reports for the jail and law portion. We have decided to contract with

Spillman to develop these reports and not use the three free ones yet. Giese asked the Spillman system administrator to layout the infrastructure for automation. The reporting requirements need to be completed in 2004 so Spillman can begin work on the telecommunications piece in March/April 2005. Becky Calder will work with the Spillman system administrator on the telecommunications piece.

Mitchell asked how are reports generated now? Biagioli said all information is transferred to IJIS and then data is pulled from there. The jail reports will be done in six weeks.

Discuss Health and Human Services System Support

Biagioli said they are having an ongoing issue with the EDI component required for HIPAA. This was to have been completed last October to receive reimbursement for Medicare and Medicaid. We contracted with an AVATAR PM to complete this. We are eight months behind the required completion date and it isn't done yet.

Naegele said we are working with the AVATAR to send billing information electronically according to the State of Wisconsin standards. AVATAR finds problems after the fact and then has to develop patches to fix them. AVATAR marketed themselves as experts in this area. Currently the billings are performed manually on paper. It is a slow and painful process but it is moving forward. Things aren't yet lining up properly between the paper billing system and the electronic. We are going back and forth with the company on these issues and go through many steps to get corrections.

Mitchell asked, is there any way we can write better RFPs to get better vendors? Naegele said AVATAR really oversold their product. Biagioli said because of the timeline of this project, some of the things we normally do on a technology process weren't done. They never asked for a written version of the functioning specifications. We didn't test the product to see if it did what it was supposed to do. We aren't paying them more until this product is functional. We crafted a letter to the president of AVATAR informing them they need to apply the proper resources to this problem. The county is losing money because this isn't functioning properly.

Naegele said we have withheld payments since February totaling approximately \$67K. The company needs to find a solution.

Paulson asked are other counties up to speed? Biagioli said some are up to speed but he doesn't know which ones. He will check into it and get back to the Panel with answers. Every time AVATAR fixes something, something else breaks down. This company sold themselves as the best solution for this problem.

Biagioli said more staff time is being devoted to this project than originally planned. This is putting other technology projects behind schedule. People Link will have to be contracted out for additional cost instead of being developed in-house. An ordinance is being written to change the capital project scope. Biagioli said he needs to rethink the strategy for automating HHS. The next piece is the case management solution and is supposed to be done by AVATAR. HHS staff said they totally rely on People Link because it streamlines their processes. He is trying to move away from in-house solutions to packaged software. He needs to find replacement for People Link as soon as possible so he doesn't have to dedicate four to five FTEs to the project.

WisSACWIS – Biagioli said the state still plans to go live with WisSACWIS on June 28. There is no contingency plan if it does not work. Our data needs to be ready for conversion. Staff is scoping out how to

complete the interfaces. Until the electronic interfaces are completed, staff will do the work manually. They expect the funding request for completion of WiSACWIS and AVATAR to be approximately \$130-\$140K.

Update on Telecommunications Partnership

Biagioli explained that several municipalities and quasi-municipalities are investigating how to get the best prices on telephone service.

Update on Technology Requests for 2005

Biagioli distributed a chart listing the 30 technology requests for 2005. Some projects are carryovers from 2004. The County Executive did not approve the project for managing email electronically. He wants to see a written policy first on how email will be managed before he approves the request. Biagioli said his staff can't take on all of these projects in 2005. He has identified which projects will be considered capital projects and which will need to be covered by departmental operating budgets. Departments may decide to drop some of their project requests once they learn which projects must be covered by operating funds. There aren't many projects that satisfy the capital project definition of \$100K. All the projects are good projects. The Technology Steering Committee needs to decide which projects will be done and when. Biagioli believes that 50-60% of these projects can be completed in 2005. Mandated projects will be given priority. He will bring the list of approved projects to the next meeting.

Status Reports on the Following Items:

Justice System Support – Biagioli said right now the only remaining system on IJIS is District Attorney's piece which will be supported until PROTECT is installed.

PROTECT- Biagioli said last week the state returned the completed version of the PROTECT scheduling module. Bundy feels that it meets their needs and requirements for staff scheduling. The module will be ready to go in two to three weeks and will be added to the next release of PROTECT and E Citations. In September, the next version of E Citations will be released and our system will be converted to it.

Biagioli said it was determined that one FTE was needed from both the District Attorney's office and the Clerk of Courts to perform daily, manual interfaces between PROTECT and CCAP to keep both systems up-to-date. Both departments found this unacceptable. The state has agreed to hold off installing the system due to the lack of electronic interfaces. Biagioli feels the deadline given is true. We will keep IJIS in place for queries until the District Attorney's office gives the go-ahead to change systems.

Data Warehouse –Biagioli said they scoped out the requirements for the next components. Some modifications need to be made for the Register of Deeds. We don't have a commitment from the justice side of what needs to be in the enterprise data warehouse. We don't have clarification from the state that the Clerk of Courts will be able to get financial information. If the state grants us access to the financial information, we will start incorporating it into the next version of the data warehouse.

Mobile Data Computing- Biagioli said the cost per user is less than he announced at the last meeting. Spillman has reduced the price of the mobile solution for Waukesha County because of the huge opportunity for selling the system to Waukesha County municipalities. Their quote is good for more than 18 months. We have secured grant money to offset the installation costs for the infrastructure of the system. We would like to hire a professional grant writer to secure additional monies for police agencies to install the infrastructure. Biagioli doesn't want to rely on there being 2005 federal money to cover this. He found a grant writer in the Milwaukee area that is interested in writing the grant. Biagioli thinks there will be an 80/20 mix of funds. It's not a bad price for police departments but it is still tax money and that is tight. The Sheriff's Department

doesn't have enough money in the replacement fund to cover these costs. This system will bring efficiencies to police officers. There is a reflection in the capital project that technology is changing so fast that we don't know what will be there in 18 months. We want to take advantage of current technologies.

Motion to Adjourn

MOTION: Behrend moved, Mitchell second, to adjourn the meeting at 3:05 p.m. **Motion carried:** 4 - 0.

Respectfully submitted,

Duane E. Paulson, Secretary
Information Management Panel